



Ocean Blue Dental Labs Remake/Return & Warranty Policy

The cost for fabricating custom-made dental appliances cannot be refunded. Credit may be issued by Ocean Blue DL directly to a customer's account when cases do not meet Ocean Blue Dental Lab's standards for quality, function, and aesthetics. Any credit balance on an Ocean Blue DL account must be used for lab services within 60 days of the date of issue or it will expire.

Remake/Return & Warranty Policy:

Any case eligible for remake credit will only be done at no charge if received within 60 days of invoice date.

All original case materials including models, impressions, dental restoration(s) along with a reason for the remake request MUST be returned with the request for a remake.

Please note that inaccurate impressions or unclear scans received will be processed to the best of our ability (BY REQUEST FROM CUSTOMER) but will not be covered by the warranty.

New cases will be billed if remake is required due to any of the following:

1. There is shade, product change or preparation change making it different from the original case.
2. The lab questioned die, margin, impression material or bite and was advised to complete the case.
3. Abutment required reduction due to undercuts/clearance and/or the prepared teeth were altered prior to the new impression being taken. The crown or bridge was reduced, chairside, beyond the material limits during adjustments.
4. The partial denture/appliance fits the master cast with crown on the original model. Request to fit a partial or appliance that is not sent with the original case.
5. For "FIT" issues remake need to be requested within 30 days of leaving the lab after processing.

The warranty is for 2 years from the date of delivery of materials for any breakage crown or bridge if all material is returned.

The warranty will be VOID if:

- 1- The crown / Bridge is fractured during seating or trying if chairside adjustments beyond the material limits.

Limited 60-day warranty on:

- 1- Repairs
- 2- Adjustments
- 3- Shades
- 4- Margins
- 5- Contacts
- 6- Occlusion

Items ineligible for remake credit include Immediate Partial, Veneers, Onlays, Flippers and Maryland Bridges

This warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, representative or distributor of Ocean Blue Dental Lab, LLC.

All warranty terms and conditions are subject to change without notice

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